



KENTUCKY EMPLOYEES' HEALTH PLAN
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KEHP MEMO 19-03

To: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: REMINDER: Ongoing Dependent Eligibility Verification

DATE: January 15, 2019

As indicated in [KEHP Memo 18-15](#), the Department of Employee Insurance has renewed the contract with the dependent eligibility verification vendor Alight.

Effective December 1, 2018, Alight assumed the verification process that our internal staff had been overseeing. Transferring the verification responsibilities to Alight will allow for more consistency and will ensure that every dependent is verified (if not previously verified during the audit).

Alight will start communications with members this month, January 2019. The verification requests are for new dependents who were added during Open Enrollment, dependents added during Open Enrollment who were previously removed during the audit, all new hires with dependents, and all Qualifying Events with an added dependent who was not previously verified. If the requested verification is not provided, the dependent will be removed from the plan. If a dependent was previously verified, they will not receive a request.

You, as the IC/HRG, do not have to take any action in the audit process. We are providing you details as a courtesy so that when your employees inquire, you will have some answers. Please remember, it is always best to direct them to contact Alight customer service. If a member contacts DEI, we will refer the member to the Alight customer service.

New process overview:

- DEI sends a weekly file to Alight
- The member gets 45-days to reply to the initial request, a 15-day grace period and then another 60-days to appeal. There WILL NOT be any exceptions to these deadlines.
- Sample timeline using 11/1 as the notification date of the initial letter to the member:
 - Start audit: 11/1
 - First deadline for member to respond: 12/15
 - Second deadline for member to respond: 12/30
 - Failure to respond date: 1/10; member is issued a final notice results letter stating dependents not verified will be dropped from the plan at the end of the month

- Between 1/1 and 2/28 – member has appeals right
 - An appeal received after 3/1 is auto denied
- Non-verified dependents will be dropped from the plan the end of the month of failure to respond date (so the date on the failure notification the member receives).
- We will receive a weekly file from Alight so that KHRIS is updated

To assist you, we are in the process of having KHRIS updated so that Infotype 0021 has a verification field that reflects “KEHP Verified Eligible” and “KEHP Verified NonEligible”. In addition, the report ZBNR014 Covered Dependents is being updated to add two new columns: KEHP Verified Eligible and KEHP Verified NonEligible.

It is important that all member questions related to dependent verification be handled by Alight Customer Service at 800-725-5810. DEI does not have access to the information during the verification process.